GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Planning Department – SPANDANA – Quality redressal of grievances – Improvement of grievance redressal workflow by allowing citizens to phone the Hon'ble Chief Minister directly – Formation of Working Group - Orders – Issued.

PLANNING (VII) DEPARTMENT

G.O.Rt.No.155 **Dt:01.11.2022.**

Read the following:

1. Memo No. GAD01-AR0MISC/11/2019-AR, GA(AR) Dept., dt:17.07.2019.
2. G.O.Rt.No. 1943,GA(AR) Dept,. dt:29.08.2019.
3. U.O.Note No. 1960/Plg.VII/2019, Planning (VII) Dept., dt: 17.10.2019.
4. Letter No.299/SPANDANA/Plg.VII/2022-1, Planning (VII) Dept., dt:14.02.2022.
5. G.O Rt.No.69 of Planning(VII) Department Dt. 18.5.2022.
6. Hon'ble Chief Minister's review meeting on Spandana programme with the Spl.CS/ Prl.Secys./ Secretaries concerned on 31.05.2022.

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ORDER:

Government has put in place *'Spandana'*, a robust public grievance redressal system designed to improve the quality of redressal of the public. In the reference 1st read above, the General Administration (AR) Department issued instructions regarding conduct of "SPANDANA (Grievance Day)" on every Monday and through the reference 2nd read above, the Government have entrusted the monitoring and coordination activity to the Planning Department. Further, approximately 50% grievances are being received from the public through 1902 call centre under Spandana Programme.

2. Consequent to this, several actions have been initiated to make redressal mechanism faster, responsive and more people-friendly. These include:

- Instructions directing the District Collectors for strict compliance for the conduct of SPANDANA programme in their respective Jurisdiction and make the programme successful.
- Communication of SOPs/SLAs finalized by the departments concerned to all the HoDs and Districts.
- Imparting training to the district level and grass root level functionaries on SOPs / SLAs for quality redressal of grievances.

3. In the reference 4th read above, instructions were issued by the Government regarding escalation of a grievance to a higher officer, where he/she shall have to make an endorsement in the redressal instead of uploading the endorsement of the last redressal officer.

4. In order to make the redressal process effective, Government in G.O. 5th read above, have brought in certain changes in the Spandana grievance redressal workflow.

P.T.O.,

5. Government noticed that most of the grievances received from the public essentially relate to Revenue, GVWV&VSWS, MA&UD, PR&RD, Medical & Health, Home, Housing, School Education, Agriculture & Energy Departments.

6. With an intent to bring further improvement in the quality of redressal, the Government, based on quantum of grievances received from the public through the Departments, have take a decision in the meeting vide reference 6th read above, to form a **working group headed by the Chief Secretary** with the following composition:-

1. Chief Secretary	: Chairperson
2. Special Chief Secretary, Revenue, Lands	: Member
3. Special Chief Secretary, GVWV & VSWS and Housing	: Member
4. Special Chief Secretary, MA & UD	: Member
5. Principal Secretary, PR & RD	: Member
6. Principal Secretary, Heath, Medical & Family Welfare	: Member
7. Principal Secretary, Home	: Member
8. Commissioner School Education (Infrastructure)	: Member
9. Secretary to Hon'ble Chief Minister(SA)-Spandana	: Member
10. Special Secretary to Hon'ble Chief Minister (HK)	: Member
11. R.R.Singh & I.Singh (Experts)	: Member
12. Secrertary, Planning	: Convenor

7. The above working group shall meet frequently to prepare a plan of action, do a dry-run and roll-out a facility in which people can directly phone the Hon'ble Chief Minister. The Working Group shall start the task immediately and complete before 15th November, 2022.

8. All the Members in the group are requested to adhere to the above instructions of the Government with immediate effect.

9. J. Jillepalli, Senior Consultant, RTGS Department shall attend the Working Group meetings to give technical advice/assistance. The Coordination with experts would be done by the Smt. G. Madhuri, OSD to Secretary to HCM(DR). The Working Chairman may co-opt any other member and call any other expert for the meeting.

10. The First meeting would be held at 4.30 p.m. on 02nd November, 2022 in hybrid mode and the Convenor would issue the agenda.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

Dr. SAMEER SHARMA
CHIEF SECRETARY TO GOVERNMENT

To
All the Members (w.e)

Cont....3.,

Copy to:

The Spl. CS/Secretary/ Additional Secretary to Chief Minister.
The Secretary to Hon'ble Chief Minister (Spandana).
The Special Chief Secretary to Hon'ble Chief Minister (Spandana).
The EA to Chief Secretary.
The C.E.O., RTGS Department.
The P.S. to Secretary, Planning Department.
S.C./S.F.

// FORWARDED :: BY ORDER//

R. S. Srinivasa Rao

SECTION OFFICER